

Cardholders Count Louisville Free Public Library

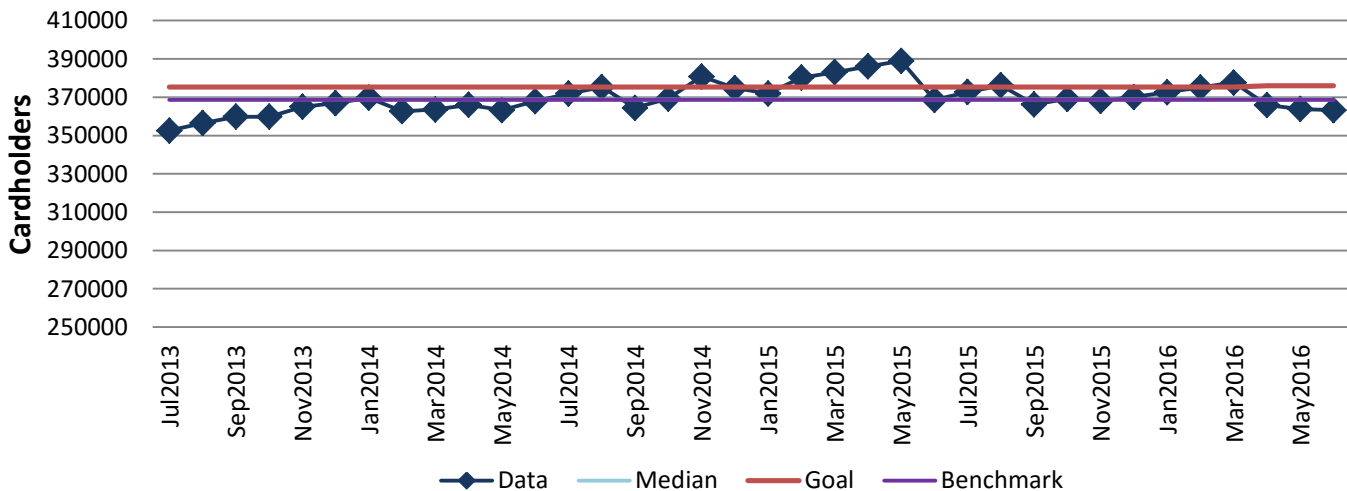


KPI Owner: Jim Blanton

Process: Patron Registration

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: June 2012 = 335,669 Goal: By June 30, 2016 increase patron cardholder count by 2% over last fiscal year from 368,599 to 375,970. Benchmark: 368,599=Top 25% of 19 PLDS libs with ann. Exp. \$15M - \$19M (LFPL=\$17.1M)		Data Source: LFPL Monthly Report Goal Source: LFPL Strategic Plan Benchmark Source: PLAmetrics.org PLDS Data (2015)	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Count of how many patrons have a library card as of the last day of each month. Why Measure: To monitor patron registration trends. Next Improvement Step: Conduct library card drive to add more patrons.		
How Are We Doing?					
Jul2015-Jun2016 12 Month Avg Goal	Jul2015-Jun2016 12 Month Avg		Jun2016 Goal	Jun2016 Actual	
375,484	370,071		375,970	363,214	
Cardholders	Cardholders		Cardholders	Cardholders	

Cardholders Count



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.